



OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS
CITY OF CHICAGO

MEMORANDUM

To: The Honorable Carrie M. Austin
Chairman, Committee on the Budget and Government Operations

From: Alicia Tate-Nadeau
Executive Director
Office of Emergency Management and Communications

CC: Deanne Millison
Mayor's Office of Legislative Counsel and Government Affairs

Date: October 29, 2018

Re: Request for Information from Annual Budget Committee Hearing

ID#: 58-01 Cameras

The attached information is in response to questions posed at our department's hearing on October 24, 2018 to discuss the proposed 2019 budget.

Alderman David Moore requested a list of cameras in the 17th Ward.

The OEMC has access to 167 cameras in the 17th Ward, which includes cameras owned by OEMC, CPD, Chicago Public Schools, and 2FM, as broken down below:

Cameras by Ward Report – Ward 17

Owner	Camera Count
OEMC	50
CPD – District 6	31
CPS - McKay	16
CPS – South Side Occupational HS	18
CPS - Stagg	45
2FM – Thurgood Marshall Library	7
Total Cameras	167

Due to operational security protections, we are not able to provide greater detail.

As always, please let me know if you have any further questions.



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Date: October 29, 2018

Re: Request for Information from Annual Budget Committee Hearing

ID#: 58-02 Service Requests

The attached information is in response to questions posed at our department's hearing on October 24, 2018 to discuss the proposed 2019 budget.

Alderman David Moore asked for a list of service requests placed through 3-1-1 in the 17th Ward.

Attached as Appendix A is a detailed list of requests in the 17th Ward for 2018 YTD through October 25, 2018.

As always, please let me know if you have any further questions.

Appendix A – City Service Requests by Type – 2018 YTD Through October 25, 2018

Type by Request Frequency	Total
Weed Removal	2,374
Street Light Out	1,728
Vehicle Impoundment	1,401
Garbage Cart Black Maintenance/Replacement	1,356
Information and Assistance Call Log for Senior Services	1,281
Shelter Request	1,120
Immediate Tow	939
Rodent Baiting/Rat Complaint	939
Pothole in Street	902
Shut Off Water Non-Pay WS (DWM Use Only)	789
Aging Direct Service	659
Graffiti Removal	639
Tree Trim	627
Alley Light Out	590
Building Violation	575
Sanitation Code Violation	540
Certification of Compliance	513
Location Inquiry	502
Abandoned Vehicle Complaint	491
Tree Debris	465
Stray Animal	449
Sign Repair - All Other Signs	397
Between/End Loads Assignment Garbage Carts	394
Vacant/Abandoned Building	394
Recycling Contamination	327
Street Lights - All/Out	322
Recycling Pick Up	309
Check for Leak	269
Dead Animal Pick-Up	268
Blue Recycling Cart	267
Illegal Restore	261
Sewer Cleaning Inspection	251
Water in Basement	250
Injured Animal	240
Vicious Animal	238
Clean Lot Hilift	234
Tree Removal	229
Traffic Signal Out	206
Sewer Cave in Inspection	205
Ice and Snow	200

Plumbing Violation	195
Fly Dumping	194
Restore Water After Payment (DWM Use Only)	193
Roof and Porch Repair Program	155
Police Department - Vehicle Impoundment	149
Tree Emergency	147
Water on Street	140
Debris Removal	133
Clean Vacant Lot	129
Water Meter Volunteer Program	129
Locate BBox/MeterVault for Meter Shop	126
No Water	126
Request Water Shut-off Vacant Building	125
Sidewalk Survey	125
No Heat	121
Alley Pot Hole	119
Tree Planting	119
Relocated Vehicle	112
Boiler Violation	108
Clean Catch Basin/Gutter Box (DWM Use Only)	107
Defective B-Box (DWM Use Only)	106
Restaurant Complaint	103
Inspect Public Way Survey	99
Missing Lid/Grate	96
Water Quality - Lead Testing	93
Missed Garbage Pickup	91
Pavement Cave-In Survey	86
S.W.A.P. (Sheriff's Work Alt Prgm)	85
Paint Hydrant/Curb by Water Management (DWM Use Only)	83
Garbage Cart Billing	82
Electrical Violation	81
Sign - Disabled Sign	81
Parking Meter Sign Posting/Bagging	80
No Building Permit & Construction Violations	79
Rebait/Preventive Baiting	78
Shared Cost Sidewalk Program Option - Send Postcard	78
Nuisance Animals	74
Repair Catch Basin/Gutter Box (DWM Use Only)	74
Locate/ID Main/Service/BBox/Meter Vault	70
Leak in Parkway (DWM Use Only)	67
Pet Wellness Check	67
Stump Removal	67
CDOT Construction Complaints	66

CDOT Capital Project /Construction - IHC	65
Police Miscellaneous	64
Water Management - General Investigation	64
Street Light Pole Damage	62
Sign Repair - Stop Sign	61
Request Water Shut-Off Occupied Building	60
Hydrant Open	59
Defective B-Box - Meter Shop (DWM Use Only)	57
Sign Repair - One Way Sign	57
Fire Miscellaneous	54
Agency Assists	51
Senior Information and Assistance	50
Unwanted Animal	50
Wildlife Assistance	50
Street Cleaning	47
Task Force - CPD	45
Wire Down	42
Demolition Inspection	40
Park Repair/Maintenance	40
Sidewalk Repair Program	38
Snow Equipment Obstruction	37
Animal Abandoned	36
Animal Bite	36
Traffic Truck - Non-Emergency	36
Emer. Rel., Clam	34
Hydrant Check	34
Street Lights on Days	34
Public Way Restoration - CDOT	33
A Citizen Comment	32
Neighborhood Improvement	32
Sewer Odor/Bad Odor	32
Water- Low Pressure	31
Community Outreach	28
Garage Demo Inspection	28
Porch Inspection	28
Crisis Referral	27
Senior Well-Being Check	27
Consumer Fraud - General	26
Homeless Prevention	24
Private Drain Repair (DWM Use Only)	24
Water Management - Investigate for Restoration	24
Furnace Violation	23
Senior Related Literature	23

Home Buyer Programs	22
Operating Without Business License	22
Snow - Uncleared Sidewalk or Bike Lane	22
Viaduct Lights Out	22
Pavement Buckle or Speed Hump Repair	21
Hydrant Damaged (DWM Use Only)	20
Yard Waste	20
Black Garbage Cart Removal	19
Clean Main Sewer (DWM Use Only)	19
CDOT Electrical Operations Construction Complaints	18
Emergency Heating Repair Program	18
CDOT Recommended Restoration	17
Clean and Green	16
Isolated Senior Crisis Referral	16
Standing Water - Public Way	16
Consumer Retail - General	15
Repair Catch Basin Outlet/Gutter Box Inlet (DWM Use Only)	15
Furniture Repair - CTA	14
Repair Manhole (DWM Use Only)	14
Water Quality	14
Bungalow Rehab/Purchase Information	13
Clean Alley Sewer (DWM Use Only)	13
Groceries	13
H-RAIL	13
Illegal Dumping	13
Shared Cost Sidewalk Program Option Offered	13
Ventilation Violation	13
Fly Dump (Tires)	12
Red Light Camera	12
Lead Inspection	11
Leak in Street (DWM Use Only)	11
Relocation Request	11
Small Gang Project	11
Fire Assistance	10
Garage Demolish	10
Garbage Cart New Collection No Prior Service	10
Street Cut Complaints	10
Cab Feedback	9
Mayor's Citizen Request	9
Sign Repair - Do Not Enter Sign	9
Tobacco: General	9
Bee/Wasp Removal	8
Coyote Interaction	8

Residential Motor Vehicle Repair	8
Building Public Facility Violation	7
CDOT Eng - Construction Complaints	7
Fuel Pumps Complaint	7
Hydrant Hit (DWM Use Only)	7
Public Way Restoration - Peoples Gas	7
Repair Valve Basin (DWM Use Only)	7
Street Light Pole Door Missing	7
Street Paint Marking Maintenance	7
Animal in Trap	6
Cable TV Complaint	6
City Vehicle Sticker Violation	6
Hydrant Cap Missing	6
Liquor License Violation Complaints	6
Shared Cost Sidewalk Program (Paid)	6
West Nile Virus	6
ADA Ramps - Request for New / Maintenance	5
Bridges and Viaducts (All Types)	5
Disabled Parking	5
Electrical Contractor Maintained	5
Leak in C-Walk (DWM Use Only)	5
Repair in Alley (DWM Use Only)	5
Air Pollution /Odors /Dust	4
Cable Cut	4
Dangerous Dog	4
Flooded Viaduct	4
Frozen Service / Meter (DWM Use Only)	4
Hate Crimes	4
Parking Ticket	4
Pavement Crack Sealing	4
Service Terminated (Water Dept. Use Only)	4
Street Vibration	4
Tobacco: Sale to Minors	4
Traffic Signal Timing	4
Assist Other Departments (DWM Use Only)	3
Bulk Pickup	3
CTA Token Elimination	3
Defective Meter (DWM Use Only)	3
Earned Income Tax Credit	3
Outdated Merchandise	3
Request to Install Custodian on Fire Hydrant	3
Sign - Traffic & Safety (Public Benefit)	3
Structural Violation	3

Wire Basket	3
Alley Sewer Inspection	2
Animal Business	2
Animal Fighting	2
Board of Education	2
CHA Miscellaneous	2
CTA General Maintenance	2
Custodian Installation (DWM Use Only)	2
Employee Discourtesy	2
Home Modifications - MOPD	2
Hospital	2
Housing Miscellaneous	2
Hydrant Missing Ports (DWM Use Only)	2
Landlord/Tenant Information	2
Noise on Service (DWM Use Only)	2
Raise/Lower Meter Vault to Grade (DWM Use Only)	2
Repair Main Sewer (DWM Use Only)	2
Residential Parking	2
Sanitation Tire Pickup	2
Sign Repair - Base / Bolt Removal	2
Sign - Traffic & Safety (Private Benefit)	2
Speed Camera	2
Strategic Task Force-DOB	2
Trap Pick-Up	2
Tree Planting - Zoning	2
Air Cond./Refrigeration Violation	1
Alley Grading-Unimproved	1
Animal - Inhumane Treatment	1
Asphalt Top Off Restoration	1
Bad Address	1
Bicycle - Dockless Bike	1
Broken Water Main (DWM Use Only)	1
City Electrical Vault	1
Contractor Replace	1
CTA Security Issues	1
Dead Bird	1
Defective B-Box Frozen Service (DWM use only)	1
Dig Tap	1
Driveway Survey	1
Electrical Sign Inspection	1
Elevator Violation	1
Fire Safety Inspection	1
Grade B-Box (DWM Use Only)	1

Gym Shoe/Object on Electrical Wire	1
Housing Assistance - MOPD	1
How's my driving?	1
Noise Complaint	1
Out of Service Fire Hydrant (DWM Use Only)	1
Preventive Baiting Project	1
PTS Ordinance (Private Benefit)	1
Pulled Service (DWM Use Only)	1
Recycling Inspection	1
Repair/Replace Valve (DWM Use Only)	1
Restore Parkway (DWM Use Only)	1
Smoking: Food Establishment	1
Street Furniture (All Types)	1
Volunteer Network	1
Water Management Grading Issue	1
Sum:	31,429



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Date: October 29, 2018

Re: Request for Information from Annual Budget Committee Hearing

ID#: 58-03 School Crossing Evaluation

The attached information is in response to questions posed at our department's hearing on October 24, 2018 to discuss the proposed 2019 budget.

Alderman Pat Dowell requested a copy of OEMC's evaluation criteria for school crossings.

Attached as Appendix I is the school crossing evaluation form utilized by OEMC. Below is a snapshot comparing standards used by Chicago to those used by other municipalities nationwide based on internal research.

As always, please let me know if you have any further questions.

CRITERIA USED IN CHICAGO

Most used Common Criteria *	Criteria used in Chicago
At least 40 students crossing ○ national standard is 5 th grade or younger	At least 25 students crossing ○ our standard is 8 th grade or younger
Average walking speed for gap: 3.5 seconds	Average walking speed for gap: 3 seconds
A crosswalk is located	A crosswalk is located
The crossing is on the suggested route to school	The crossing is on the suggested route to school
If there is are stop signs, at least 500 vehicles per hour	If there is are stop signs, at least 500 vehicles per hour
If there is no control device, at least 350 vehicles per hour	If there is no control device, at least 350 vehicles per hour
If there are traffic lights, at least 300 turning vehicles per hour	If there are traffic lights, at least 300 turning vehicles per hour

* Sources: Used by major US cities as well as recommended by Institute Of Transportation Engineers, National Center for Safe Routes, Pedestrian and Bicycle Information Center, University of North Carolina Highway Safety Research Center, National Highway Traffic Safety Administration.

Appendix I – School Crossing Evaluation Form

SCHOOL CROSSING EVALUATION OFFICE OF EMERGENCY MANAGEMENT & COMMUNICATIONS TRAFFIC MANAGEMENT AUTHORITY (TMA) CROSSING GUARD UNIT		DISTRICT: _____	DATE: _____
LOCATION/INTERSECTION: _____			
SCHOOL NAME & ADDRESS: _____			
WEATHER: <input type="checkbox"/> CLEAR <input type="checkbox"/> CLOUDY <input type="checkbox"/> RAIN <input type="checkbox"/> SNOW		STREET CONDITION: <input type="checkbox"/> WET <input type="checkbox"/> DRY <input type="checkbox"/> ICY <input type="checkbox"/> OTHER _____	
CROSSWALK MARKED: <input type="checkbox"/> YES <input type="checkbox"/> NO		POSTED SPEED LIMIT: _____	
SCHOOL ZONE POSTED: <input type="checkbox"/> YES <input type="checkbox"/> NO		PRIMARY CROSSWALK <input type="checkbox"/> TRAFFIC LIGHT <input type="checkbox"/> STOP SIGNS <input type="checkbox"/> NO CONTROLS	
		SECONDARY CROSSWALK <input type="checkbox"/> TRAFFIC LIGHT <input type="checkbox"/> STOP SIGNS <input type="checkbox"/> NO CONTROLS	
CROSSING GUARD PRESENT <input type="checkbox"/> YES <input type="checkbox"/> NO		BELL TIME: AM _____ PM _____	
NO PARKING BUS STOP: <input type="checkbox"/> YES <input type="checkbox"/> NO			
TURNING MOVEMENTS PERMITTED: <input type="checkbox"/> YES <input type="checkbox"/> NO		HAZARDS: <input type="checkbox"/> VIADUCT <input type="checkbox"/> RR TRACK <input type="checkbox"/> OTHER	
NO TURN ON RED: <input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> PARKING LOT <input type="checkbox"/> GAS STATION	
PRIMARY STREET: _____		# CHILDREN: _____	
		MAX # of ROWS: _____	
		# VEHICLES _____	
		PER HOUR _____	
SECONDARY STREET: _____		# CHILDREN: _____	
		MAX # of ROWS: _____	
		# VEHICLES _____	
		PER HOUR _____	
RIGHT TURNS THROUGH PRIMARY CROSSING: _____		LEFT TURNS THROUGH PRIMARY CROSSING: _____	
BUSES/TRUCKS THROUGH PRIMARY CROSSING: _____		BUSES/TRUCKS THROUGH SECONDARY CROSSING: _____	
LENGTH OF CROSSING IN FT(PRIMARY): _____		LENGTH OF CROSSING IN SEC(PRIMARY): _____	
LENGTH OF CROSSING IN FT(SECONDARY): _____		LENGTH OF CROSSING IN SEC(SECONDARY): _____	
ADEQUATE GAP TIME: _____ 3		# OF ADEQUATE GAPS (PER HR): _____	
ADEQUATE GAP TIME: _____ 3		NEAREST ALT. CROSSING: _____	
SUPERVISOR NOTES (to include; vehicles not obeying controls, school provided barricades, existing school traffic plan etc.):			
SUPERVISOR SIGNATURE: _____			



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Re: Request for Information from Annual Budget Committee Hearing

ID#: 58-04 911 Caller Anonymity

The attached information is in response to questions posed at our department's hearing on October 24, 2018 to discuss the proposed 2019 budget.

Alderman Michael Scott Jr. requested information that can be publicly circulated on calling 9-1-1 anonymously.

Attached is a Residents Guide to 9-1-1 Caller Anonymity flyer. An electronic version can be found here:

<https://www.cityofchicago.org/content/dam/city/depts/oemc/general/PDF/58-04%20-%20911%20Caller%20Anonymity%20-%20Ald.%20Scott.pdf>

As always, please let me know if you have any further questions.



Eddie Johnson
Police Superintendent



Alicia Tate-Nadeau
Executive Director

A RESIDENT'S GUIDE TO 9-1-1 CALLER ANONYMITY

As a matter of policy, Chicago Office of Emergency Management and Communications 9-1-1 call-takers are required to ask callers reporting gang- and drug-related incidents whether they would like to remain anonymous.

In addition, any person reporting a crime – **who is not a victim** – may inform the call-taker that he/she wishes to remain anonymous.

- If someone requests to remain anonymous, the 9-1-1 dispatcher and the officer receiving the call do not see the caller's name or address.
- While residents who witness serious crimes have an obligation to come forward and cooperate with law enforcement authorities, it is the policy of the Chicago Police Department and the Office of Emergency Management and Communications to honor requests to remain anonymous whenever possible.

HOW TO REQUEST TO REMAIN ANONYMOUS:

- Clearly state your request to remain anonymous to the 9-1-1 call-taker.
- The call-taker will note this on the event record, which will make your information unavailable to a police dispatcher. The dispatcher will not have the caller information to pass along to police field personnel assigned to investigate the incident.
- If you call 9-1-1 again with additional information, you must request to remain anonymous again, as another call-taker may take your call.

Do not mistake basic police investigative techniques as ignoring your wish to remain anonymous. Police officers have a duty and an obligation to canvass crime scenes for potential witnesses. Without knowing you called and requested to remain anonymous, police may knock on doors in the surrounding area, including yours, attempting to locate potential witnesses



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Re: Request for Information from Annual Budget Committee Hearing

ID#: 58-05 Smart911

The attached information is in response to questions posed at our department's hearing on October 24, 2018 to discuss the proposed 2019 budget.

Alderman Osterman requested information that can be publicly circulated about Smart911.

Attached is a Smart911 Overview flyer for distribution. The electronic version can be found here:

https://www.cityofchicago.org/content/dam/city/depts/oemc/general/smart911/Smart911_FactSheet_chicago1.pdf

As always, please let me know if you have any further questions.



Smart911 Overview

What is OEMC?

The City of Chicago's **Office of Emergency Management and Communications (OEMC)** provides Chicago residents with prompt and reliable 911 and safety services, oversees the Traffic Management Authority and Crossing Guard Program, 311 City Services, information technology for the public safety departments and coordinates the City's major emergency responses. In addition, OEMC coordinates resources for large scale events, as well as various parades and festivals honoring Chicago's vibrant ethnic communities.

While it serves as a coordinating agency for EMS, police, and fire departments, OEMC is not a law enforcement agency. OEMC is solely concerned with keeping you and your family safe and healthy.

What is Smart911?

Smart911 is a free, online platform that allows users to enter important medical and household information to help plan ahead for an emergency situation. This information will automatically display for dispatchers when the user dials 9-1-1. Currently, Smart911 is trusted by 32 million people in thousands of communities nationwide to stay safe.

How can Smart911 keep your family safe?

Today, 75% of 9-1-1 calls are made from cell phones, making it difficult for call takers to determine the exact location of an emergency. By creating a **Smart911 Safety Profile** with up-to-date information, 911 dispatch staff is better prepared to help you and your family in an emergency. When creating your Safety Profile, you can include things about:

Allergies – *Does someone in your family have an allergy to food or medication?* 911 dispatchers will be able to immediately inform first responders.

Autism – *Does your child have Autism? Do they have a tendency to wander or hide when scared?* Uploading a photo and a physical description of your child makes them easier to locate in case of an emergency.

Alzheimer's – *Do you have a parent or older relative living with you that suffers from Alzheimer's or dementia?* First responders will be better prepared to help.

Animals – *Do you share your home with pets?* This information can assist firefighters in their search to bring everyone, including your pets, to safety.as well as **current medications, physical disability, mental health, home layout, emergency contacts**, and more.

How is your personal information used? Is it private?

With Smart911, you control your information. Your Smart911 profile is **private and secure**, and your personal information is only available to 911 call takers and dispatchers – and **only** when you call 9-1-1. Include as little or as much information as you want to keep you and your family safe. Your data is encrypted and not made available for outside use.

How can you sign up?

Sign up for free with your phone number and home address at www.Smart911.com

Don't speak English? Don't worry. You can add your information in any language and Smart911 will automatically translate it for you. You can also indicate that you or someone in your household has difficulty communicating in English. If that box is checked, you can then select the primary language for yourself or a family member. By having that information included in your profile, when you call 9-1-1, the call taker can immediately engage the language interpreter in your primary language to better serve you or your loved ones in an emergency.

***In an emergency, seconds count.
Save seconds by signing up for Smart911 today.***

For Community Partners

Interested in helping the City of Chicago promote Smart911 in your community?

We are looking for community partners and organizations that would be willing to collaborate around Smart911 to help us host a brief OEMC-led presentation. Our staff would need **up to 30 minutes** of your time – either during stand-alone or existing events (ex. service fairs, community meetings, staff briefings, etc.) – to provide additional Smart911 resources, share information about promoting Smart911 in your community, and/or help residents sign-up in person.

In our presentation, we will cover:

- What Smart911 is and how it works;
- Why Smart911 is beneficial;
- What information a Smart911 Safety Profile can include;
- Examples of Smart911 in action;
- How Smart911 can be used for those with physical or mental disabilities;
- Text-to-chat Smart911 features;
- How Smart911 data is stored and shared;
- How to create a Smart911 profile; and
- Frequently Asked Questions.

For more information, or if your organization would be willing to host a Smart911 presentation, please contact Michael Tracy, Police Dispatcher/OEMC Training and Education Division at Michael.Tracy@cityofchicago.org.
